

IVY WILSON

Commerce City, CO 80022
ivyvaldez76_8hy@indeedemail.com
+13034183562

An energetic, well organized Recruiting/Office Manager personnel with 20 years' experience in Office Management in the construction industry. A people-oriented person with excellent communication skills. I am equally comfortable working as a team player or individually. I enjoy challenges and adapt quickly.

Work Experience

Office Manager/Owner

Reflection Roofing and Construction-Denver, CO
December 2018 to May 2024

- *Answered all incoming calls-Provided scripted and non-scripted Customer Service
- *Managed lot inventory
- *Scheduling 3 Field Operators
- *Quoting/Bidding Jobs
- *Invoicing
- *Collections

Customer Service Representative

Time Plumbing and Heating-Denver, CO
May 2021 to April 2024

Answered and directed all incoming calls
Worked with Service Titan to schedule and track service calls

Office Manager/Insurance Expeditor

Premier Roofing and Construction-Denver, CO
September 2010 to June 2019

- *Constant Customer Interaction (Including delegating issues, handling escalated situations, etc.)
- *All Marketing Duties (Creating Brochures, flyers, business cards etc.)
- *Production Assistant (Creating orders, confirming, scheduling delivery)
- *All HR Functions (Hiring, Orientation Paperwork, Benefits Paperwork, Reviews)
- *Insurance Estimator duties (Negotiating, Expert use with Xactimate, faxing, emailing, etc.)
- *All bookkeeping functions, including preparing reports for accountant

Office Manager

American Commercial Design-Commerce City, CO
January 1998 to April 2009

- Appointment scheduling * Bookkeeping duties including sales tax and tax reporting
- Invoicing *Marketing duties (creating flyers and brochures)
- Customer service *A variety of Human Resource functions
- Collections (interviewing, all HR paperwork (I-9, W-4, W-2, benefits, etc.)

- Payroll * Insurance supplements, working with adjustors to agree with our estimate.
 - A/P, A/R Getting depreciation funds released in a quicker manner.
- WordPerfect, Windows 95 & 98, MAS90 & 200, AS/400, Microsoft Office Suite, Windows 2000, Quickbooks, Xactimate

Administrative Assistant

Keybank Real Estate Dept.-Denver, CO
July 2000 to January 2001

- Administrative support for appraisers in the Real Estate Department.
 - Copying * Sort and distribute department mail
 - Faxing * Maintaining year-end clean up and roll-overs
 - Running general reports * Maintain and organize database
 - Create and prepare confidential reports. * Maintain and organize file room
 - Schedule meetings, conferences, flight arrangements.
- Lotus Notes, Access database, Microsoft Office, use of general office equipment

Education

Technical school

Skills

- Professional Attitude
- Trustworthy
- Dedicated
- Highly Responsible
- Well- Organized
- Self-Starter
- Motivated
- Detail Oriented PBX transfer system
- Excel
- MAS90
- AS/400
- Windows 95 & 98
- Microsoft Office
- Microsoft Outlook
- Multi-line telephone ranging from 2-14 lines
- UPS on-line
- data entry
- 10-key by touch
- Peachtree
- Mainframe
- scanning through an imaging system

- customer service
- inbound and outbound calls
- 67 wpm typing
- 12
- 500 kph
- Excel (Expert skills)
- Word (Expert skills)
- PowerPoint (intermediate skills).
- Customer service
- QuickBooks
- Accounts payable

Assessments

Food service: Customer situations — Proficient

March 2024

Identifying and addressing customer needs in a food service setting

Full results: [Proficient](#)

Managing accounts in QuickBooks — Proficient

June 2024

Using QuickBooks software to manage business financials

Full results: [Proficient](#)

Delivery driver — Proficient

March 2024

Interpreting instructions or signs and solving problems

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.